

# **Regulatory Support Division AFS-600**



## **Performance Plan FY 2004-05**

**August 28, 2003**

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**Regulatory Support Division  
Performance Plan  
FY 2004-2005**

**EXECUTIVE SUMMARY**

The Regulatory Support Division's, AFS-600, Performance Plan for FY 2004 – 05 provides a clear and concise view of the major programs in the division and the benefits that will accrue to our customers through the successful accomplishment of these program goals. As AFS-600 moves toward the implementation of an ISO 9000 quality management system (QMS) we realize that planning, measurement of performance, and incorporating customer feedback into the products we produce are areas of prime focus for the division. This plan represents our initial attempt to bring the basic tenets of ISO 9000 “plan – do – check – act” in alignment with the planning process and ensure that we not only measure our progress in achieving these goals but that we also begin to measure the benefits these programs bring to our customers.

One of the four major goals in the FAA Strategic Plan for 2004 – 2008 is to achieve the lowest possible accident rate and constantly improve safety. The goals set forth in our 2004–05 performance plan tie into that major FAA strategic goal and also support our mission which is to “enhance safety by providing the aviation community with quality services and information through airman testing, designee standardization, and safety data systems.” Our performance plan details the various strategies we will pursue in the next two years to do our part to reduce the accident rate, specifically in the general aviation community. Key components of our strategy to assist the FAA to reach that goal are to continuously improve our designee seminars, provide the general aviation community with up-to-date information through our airman testing and publication programs, and provide timely and quality safety data.

Our performance plan also includes a goal to develop a cadre of leaders in AFS-600 that will be ready to assume positions of responsibility in the division as retirements deplete our current managerial workforce. This goal also recognizes that leadership can occur at many levels in AFS-600 and we need to provide leadership skills to a wider range of employees than just managers.

Finally, our performance plan includes a goal to provide quality services to our customers through the Flight Standards Quality Management System. As we pursue ISO certification for our division products and processes we realize that our certification effort has to be in concert and merged with the over-arching Flight Standards goal to have one quality management system for all of Flight Standards. The AFS-600 experience in implementing a QMS will provide beneficial information to the service on the issues involved in implementing ISO 9000 over a diverse work program which will help ensure an integrated approach in addressing processes that involve more than one organizational entity.

Our FY 2004 –05 Performance Plan charts a course for the division that will bring benefits to both our customers and us. The challenge to our organization is to truly measure the benefits of our programs and always look for ways to improve our products while containing costs.

Joseph K. Tintera  
Manager, Regulatory Support Division, AFS-600

# **Regulatory Support Division Performance Plan FY 2004-2005**

## **MISSION**

The Regulatory Support Division, AFS-600, enhances safety by providing the aviation community with quality services and information through airman testing, designee standardization, and safety data systems.

## **QUALITY POLICY**

We are committed to the safety of the aviation community and the general public. We focus on quality by involving our employees to continually improve our processes and services.

## **VISION**

AFS-600 will be a leader and focal point for the advancement of the worldwide aviation community by providing:

- Useful, appropriate information and analyses to aviation users in a timely manner,
  - Innovative and cost effective airman testing and designee training, and
  - Policy development and rulemaking support.

## **MODEL WORK ENVIRONMENT**

AFS-600 shall provide a model work environment in which our employees have opportunities for personal and professional development.

## **VALUES**

Accountability  
Collaboration  
Customer Service  
Employee Contributions  
Quality  
Timeliness

**Regulatory Support Division**  
**PERFORMANCE PLAN FY-2004-2005**  
**GOAL 1**

**Goal Statement:** Prepare division employees for leadership roles through participation in a developmental leadership program.

**Applicable to:** FY 2004 X FY 2005 X

**Performance Indicator, Measurement or Target**

- One leadership program is designed, developed, and implemented.  
Second Quarter FY-04
- One prototype leadership program is conducted.  
Second Quarter FY-04 through Second Quarter FY-05
- One Level 1 evaluation is completed in which participants rate the quality of the program to include instructors, content, environment, materials, and job relevance.  
Third and Fourth Quarter FY-05

**Related to the Administrator's Priorities:**

Organizational Excellence: Objective 1

**Brief Statement of Goal's Intended Purpose:**

The division will provide developmental and training opportunities to division employees to enhance their leadership skill and their readiness to accept leadership roles at all levels of the organization. The goal's intended purpose is to enhance leadership.

**Major Strategies for Achieving the Goal**

Strategies	FY 2004	FY 2005
Design and develop a leadership program.	X	
Implement a leadership program.	X	
Evaluate the leadership program.		X

**External Factors that Affect the Goal**

Factor	Mitigation Plan
FAA Funding	(See Appendix 1)
Staffing Levels	

**Person Responsible for Managing Goal 1**

- Office Symbol: AFS-600, Division Staff
- Contact Point: Pamela McNabb
- Telephone Number: (405) 954-4835

**Regulatory Support Division**  
**PERFORMANCE PLAN FY-2004-2005**  
**GOAL 2**

**Goal Statement:** Provide quality services to our customers, using the Flight Standards Service Quality Management System (QMS).

**Applicable to:** FY 2004 X FY 2005 X

**Performance Indicator, Measurement or Target**

- Revise the Division's Quality Manual to conform to the AFS-established standard.  
Fourth Quarter FY-04
- Complete Division QMS integration into the Flight Standards Service QMS.  
Second Quarter FY-05

**Related to the Administrator's Priorities**

Organizational Excellence: 2 and 3

**Brief Statement of Goal's Intended Purpose:**

Goal 2 will ensure that AFS-600 maintains the integrity of its quality management system (QMS) while making changes to integrate it into the larger Flight Standards wide QMS.

**Major Strategies for Achieving Goal 2**

Strategies	FY 2004	FY 2005
Ensure that the Regulatory Support Division's ISO-9001 Certified QMS is fully integrated into the Flight Standards QMS.	X	X

**External Factor that Affect Goal and Mitigation Plan**

Factor	Mitigation Plan
System Process Audit Program Staff, AFS-40, Support	(See Appendix 1)

**Persons Responsible for Managing the Goal**

- Office Symbol: AFS-600, Division Staff
- Contact Point: Bill Pickelsimer and Jack O'Hare
- Telephone Number: (405) 954-9510 or (405) 954-9808

**REGULATORY SUPPORT DIVISION  
PERFORMANCE PLAN FY-2004-2005  
GOAL 3**

**Goal Statement:** Improve the operational efficiencies of the reporting processes (Freedom Of Information Act (FOIA), Pilot Records Improvement Act (PRIA), Privacy Act, and Special Requests), through customer feedback and analysis of trends in requests.

**Applicable to:** FY 2004 X FY 2005 X

**Performance Indicator, Measurement or Target**

- Although AFS-620 has neither control over the quantity nor type of requests (impact/scope) received, the performance measure is to respond (on average) for requests made under FOIA (17 business days), PRIA (2 business days), PA (7 business days), and Special Requests (as rapidly as practical, given their assessed criticality). First Quarter through Fourth Quarters 2004 and 2005 (ongoing)

NOTE: It is not possible to establish specific time frames for special requests by their very nature. They may be of sufficient urgency as to stop all other work activities until complete, or routine and more “research oriented”.

- Analysis of feedback and our existing processes, tools, and services, provides an opportunity to ensure that required information is provided within established criteria and that resource allocation is optimized for the workload. Continuity of services is assured through documented processes, adherence to the ISO framework, and employees who are able to adjust to shifts in reporting activity demands. First Quarter through Fourth Quarters 2005 and 2005 (ongoing)

**Related to the Administrator’s Priorities**

Safety: 1 and 2

Organizational Excellence: 2

**Brief Statement of Goal’s Intended Purpose**

The division responds to requests made under FOIA, PRIA, and Privacy Acts as mandated by law. These mandates include response times. In the case of special requests, which may come from anywhere – Congress, the media, other government organizations, or internal FAA -- the impact can be to safety, accident investigation, public confidence in the FAA and aviation community, or the direct measure of FAA effectiveness. It is vital that information be correct, complete, timely, and properly coordinated and evaluated.



**Major Strategies for Achieving the Goal**

Strategies	FY 2004	FY 2005
Tracking of average response times and error or follow-up requests	X	X
Application of ISO-9001 quality processes and framework for defect tracking and continual improvement	X	X
Provide feedback, using established baseline, to subject information systems for resolving integration issues or conflicts in governing business rules behind data collection and use.	X	X

**External Factors that Affect Goal and Mitigation Plan**

Factor	Mitigation Plan
Funding	(See Appendix 1)
Workforce Planning	

**Person Responsible for Managing Goal 3**

- Office Symbol: AFS-620
- Contact Point: John Bent
- Telephone Number: (405) 954-4391

**Regulatory Support Division  
Performance Plan FY-2004-2005  
GOAL 4**

**Goal Statement:** Implement organizational processes, data models, and analysis of assigned information systems to enhance the quality of safety data maintained by the Division to improve the accuracy, interoperability with related information systems, and consistency in business rules and validation.

**Applicable to:** FY 2004 X FY 2005 X

**Performance Indicator, Measurement or Target**

- Participation and analytical support for Systems Approach to Safety Oversight (SASO) Program to define the “As Is” environment and identify inconsistencies in data descriptions, validation, and standardization opportunities. Measures could be “counts” or prioritization of elements to work through the SASO process. Note: SASO is a multi-year effort, which divides much of the work along priority tiers of activity by “FAR groupings”. This goal would continue as a key activity in the “As Is” assessment and implementation of the “To Be” modeling and prototypes.  
First through Fourth Quarters FY-04 and FY-05 (ongoing)
- Documented process improvements as measured through the ISO 9001 processes implemented throughout AFS-600 for defect tracking and continual process improvement and evaluation.  
First through Fourth Quarters FY-04 and FY-05 (ongoing)
- Perform data entry functions (such as Accident Incident Data System (AIDS), Service Difficulty Reporting System (SDRS), and Utilization) and implement processes to track and adjust resources to minimize backlog of records for entry using the ISO-9001 processes.  
First through Fourth Quarters FY-04 and FY-05 (ongoing)

**Related to the Administrator’s Priorities:**

Safety: 1 and 2

Organizational Excellence: 2 and 3

**Brief Statement of Goal’s Intended Purpose**

Currently there are disparities in critical safety data being collected which impede the FAA’s ability to implement system safety principles and better target resources at the highest risk areas within the aviation community – Operators, Agencies, and Airmen. The SASO Program Office was established to lead a major effort to review and revise our business processes, models, strategies, and supporting information systems & services. AFS-620 has a large stake in the success of this effort by virtue of ownership of most of

the current applications and data. As the Integrated Project Plan (IPP) is executed, there will be extensive work to redefine, model, and manage the next generation of systems and services. This goal is a direct extension of the Branch role as System Managers and supports improvements in standardization, risk mitigation, and workforce efficiencies.

Using the ISO-9001 framework to track defects and provide continual process improvement, efficiencies in system management, and, where relevant, backlog of work are tracked and managed as efficiently as possible within resources.

#### **Major Strategies for Achieving Goal 4**

Strategies	FY 2004	FY 2005
Working through SASO initiatives, identify analyze, and track data inconsistencies between systems and support in the development of common resolution or mitigation of differences	X	X
Application of ISO-9001 processes and framework for defect tracking and continual improvement	X	X
Continued work to document processes and procedures and provide feedback to subject information systems for resolving integration issues or conflicts in governing business rules behind data collection and use.	X	X

#### **External Factors that Affect Goal 4**

Factor	Mitigation Plan
Funding	See Appendix 1
Workforce Planning	
SASO initiatives for revising business and IT processes and products	

#### **Person Responsible for Managing Goal 4**

- Office Symbol: AFS-620
- Contact Point: John Bent
- Telephone Number: (405) 954-4391

**Regulatory Support Division  
Performance Plan FY 2004-2005  
Goal 5**

**Goal Statement:** Enhance safety by providing the aviation community with quality services and information through airman testing and publications.

**Applicable to:** FY 2004 X FY 2005 X

**Performance Indicator, Measurement or Target**

- Completion of the revision of the private, commercial and flight instructor airplane practical test standards.  
First Quarter FY-04
- Complete the Sport Pilot practical test standards and knowledge test questions.  
First Quarter FY-04
- Completion of the revision of the instrument rating practical test standard.  
First Quarter FY-04
- Begin development of the 141 schools computerized testing program.  
First Quarter FY-04
- Completion of the Pilot and Flight Instructor Risk Management Handbook.  
Second Quarter FY-04
- Begin revision of the rotorcraft practical test standards.  
Second Quarter FY-04
- Completion of the Operational Handbook for Seaplane, Ski Plane, and Float/Ski Equipped Helicopter Handbook.  
Third Quarter FY-04
- Completion of the Parachute Rigger Handbook.  
Fourth Quarter FY-04
- Monitor and revise/delete/add airman knowledge test bank items.  
On-going FY-04 and FY-05

**Related to the Administrator's Priorities**

Safety: 1 and 2

**Brief Statement of Goal's Intended Purpose**

The Airman Testing Standards Branch is responsible for ensuring that the aviation industry is informed and tested to the standards needed to meet regulatory and statutory requirements to operate safely in the national airspace system. The constant update and revision of knowledge testing, airman training publications, and testing standards are necessary to accomplish this responsibility.

**Major Strategies for Achieving Goal 5**

Strategies	FY 2004	FY 2005
Improve identified Practical Test Standards (PTS) and aviation knowledge handbooks.	X	X
Update the airman knowledge test bank on a continuing basis.	X	X

**External Factors that Affect Goal 5**

Factor	Mitigation Plan
FAA Funding	See Appendix 1
Management Priorities	
Staffing Levels	
Personnel retention	

**Person Responsible for Managing Goal 5**

- Office Symbol: AFS-630
- Contact Point: Martin Weaver
- Telephone Number: (405) 954-4151

Regulatory Support Division  
**PERFORMANCE PLAN FY-2004-2005**  
**GOAL 6**

**Goal Statement:** Enhance safety by providing the aviation community with Light Sport quality services and information.

**Applicable to:** FY 2004 X FY 2005 X

**Performance Indicator, Measurement or Target**

- An Action Plan to establish a Light Sport Aircraft Office is developed and approved. First Quarter FY-04
- The Light Sport Aircraft Office is established, funded, and fully staffed. First Quarter FY-04
- Light Sport Aircraft policy and procedures for certification of pilots and repairman are developed and implemented. Second Quarter FY-04
- Initial Designated Pilot Examiner and Designated Airworthiness Representative seminars are designed and developed. Second Quarter FY-04
- Initial Designated Pilot Examiner and Designated Airworthiness Representative seminars are conducted. Fourth Quarter FY-04 and ongoing through FY-05
- The Light Sport Pilot Team's Aviation Safety Inspectors (ASI's) receive training and log book endorsements in light sport aircraft. Ongoing FY-04 and FY-05
- The Light Sport Pilot National Examiner Board (NEB) policy and procedures are developed in coordination with AFS-800. Second Quarter FY-04
- An Initial Light Sport Pilot Examiner seminar is conducted. Third Quarter FY-04 and ongoing through FY-05
- The Light Sport Pilot Examiner Appendix to the Pilot Examiner's Handbook is developed and published in coordination with AFS-800. Second Quarter FY-04
- The development and implementation of procedures for acceptance of the Light Sport Repairman training curriculum is accomplished in coordination with AFS-300. Third Quarter FY-04

**Related to the Administrator's Priorities:**

Safety: 2

**Brief Statement of Goal's Intended Purpose**

The Light Sport Pilot (LSP) present ultra-light community will receive standardized guidance, services, and information based on the soon-to-be implemented rule and supplied by the Light Sport Aircraft Office. Aviation safety will be enhanced through the development and presentation of seminars and publications, specifically targeted to LSPs.

**Major Strategies for Achieving the Goal**

Strategies	FY 2004	FY 2005
Establish the Light Sport Program Office.	X	
Provide standardization for the Light Sport Pilot community	X	X

**External Factors that Affect Goal 6**

Factor	Mitigation Plan
Funding	See appendix 1
Staffing Levels	
Rule implementation date	

**Person Responsible for Managing the Goal:**

- Office Symbol: AFS-630
- Contact Point: Mark Jacobs
- Telephone Number: (405) 954-6467

**Regulatory Support Division**  
**PERFORMANCE PLAN FY-2004-2005**  
**GOAL 7**

**Goal Statement:** Enhance safety by providing the aviation community with quality services and information through improved designee seminars.

**Applicable to:** FY 2004 X FY 2005 X

**Performance Indicators, Measurement or Target**

- A Seminar Evaluation Plan is developed.  
First Quarter FY-04
- A Seminar Evaluation Program is implemented, per the evaluation plan.  
First Quarter FY-04 through Fourth Quarter FY-05 (ongoing)
- Six designee seminars are conducted and evaluated.  
Second/Third/Fourth Quarters FY-04
- Evaluated designee seminars are revised and improved per the analyzed evaluation data.  
Third Quarter FY-04 through First Quarter FY-05
- Conduct all scheduled designee seminars.  
First Quarter FY-04 through Fourth Quarter FY-05 (ongoing)

**Related to the Administrator's Priorities:**

Safety: 2

**Brief Statement of Goal's Intended Purpose**

The new evaluation program will furnish data needed to improve designee seminars. The analyzed evaluation data will provide information instructors need to revise seminars to ensure designees have the technical knowledge needed to perform expanding certification functions in support of the aviation community.

**Major Strategies for Achieving the Goal**

Strategies	FY 2004	FY 2005
Implement and maintain a seminar evaluation program.	X	X
Improve designee seminars, through application of ISO-9001 processes and framework.	X	X



**External Factors that Affect the Goal**

Factor	Mitigation Plan
A reduction in resources (FTEs and travel funds).	See Appendix 1
Potential instructor retirements	

**Person Responsible for Managing the Goal**

- Office Symbol: AFS-640
- Contact Point: William Denny
- Telephone Number: (405) 954-6479

**REGULATORY SUPPORT DIVISION  
PERFORMANCE PLAN FY-2004-2005  
GOAL 8**

**Goal Statement:** Enhance safety by providing the aviation community with quality services and information through development, revisions, and distribution of designee policy.

**Applicable to:**           FY 2004 X                   FY 2005 X

**Performance Indicators, Measurements or Target**

- New designee policy guidance developed and incorporated into designee seminar presentations.  
The specific seminars are the:  
Initial/Recurrent Technical Personnel Examiners (TPE) Seminars  
Initial/Recurrent Designated Pilot Examiners (DPE) Seminars  
Designated Parachute Rigger Examiner (DPRE) On-Line Seminar  
Combined Standardization Seminar  
Manufacturer/Maintenance Initial Standardization Seminar  
Second Quarter FY-04.
- Publication review of FAA Handbook 8610.4, Aviation Mechanic Examiner and FAA Handbook 8610.5, Parachute Rigger Examiner completed.  
Third Quarter FY-05
- Advisory Circular 183.35, Airworthiness Designee Function Codes and Consolidated Directory for Designated Manufacturing Inspection Representative (DMIR)/Designated Airworthiness Representative (DAR)/Organization Designated Airworthiness Representative (ODAR)/Designated Alternations Stations (DAS)/Delegation Option Authorization (DOA) and Special Federal Aviation Regulation (SFAR) No. 36 revised.  
First Quarter FY-05
- Website updated to include new/revised guidance.  
Second Quarter FY-04 through Fourth Quarter FY-05 (ongoing)

**Related to the Administrator's Priority:**

Safety: 2

**Brief Statement of Goal's Intended Purpose**

New designee policy development, current designee policy revisions, and timely policy distribution to FAA designees, the AVR community, and the aviation public contribute to aviation safety as designees are ensured of the technical knowledge needed to perform certification functions.

**Major Strategies for Achieving the Goal**

Strategies	FY 2004	FY 2005
Conduct major revisions of designee policy documents.	X	X
Develop new designee policy documents.	X	X
Disseminate designee policy through seminars, websites, and publications.	X	X

**External Factors that Affect Goal 8**

Factor	Mitigation Plan
A reduction in resources (FTEs and travel funds)	See Appendix 1
Potential instructor retirements	

**Person Responsible for Managing the Goal**

- Office Symbol: AFS-640
- Contact Point: William Denny
- Telephone Number: (405) 954-6479

## **Appendix 1**

### **Mitigation Plan**

For all goals in the plan that identify resources, budget or and staffing as factors affecting goal completion, these narratives apply:

#### **Resources and Budget – Mitigation Strategy**

- Prioritize performance plan goals and review major strategies for achieving each goal.
- Resources would first be assigned to our base programs. Throughout the fiscal year, we would work our way up through the priority list.
- The priority list would be reviewed on an ongoing basis utilizing information obtained from program evaluations, workforce planning and ISO-9001 quality audits.
- Resources will be shifted based on analysis of benefit of the program to FAA strategic goals. This approach will help us maximize our resources and complete our goals in the most efficient and effective manner.
- We will continue to work closely with headquarters to obtain additional resources as they become available.

#### **Staffing – Mitigation Strategy**

- Develop an AFS-600 Workforce Plan by no later than the end of September 2003.
- Effectively manage budget to allow for overlap of incoming/retiring employees to ensure corporate knowledge loss is minimized.
- Use temporary positions to fill identified gaps in staffing.
- Use existing Discretionary Increase Justification (DIJ) process to request additional FTE slots for out-year requirements.

#### **Additional Mitigation Strategies for Specific Goals**

**Goal #4** – **Situation**: SASO funding not available. **Strategy**: No modeling of the as-is conditions would be done. System support and integration analysis would be performed in accordance with the available funding. We would seek funding from other systems such as SPAS, since this effort would benefit their objectives too.

**Goal #8** – **Situation**: Policy Coordination with other services. **Strategy**: Apply the AVR integration strategy developed as part of the “Certification Process Study” (CPS) to resolve coordination issues.

## **Appendix 2**

### **Regulatory Support Division Strategic Plan Goals FY 2003 through FY 2008**

**Goal 1** Ensure newly certificated airmen have the knowledge and skills to operate safely in the National Airspace System (NAS).

**Goal 2** Ensure designees have the technical knowledge and administrative skills needed to perform expanding certification functions in support of the aviation community.

**Goal 3** Be a leader in providing critical aviation safety information to the aviation community.

**Goal 4** Create an environment that motivates and challenges employees to actively participate in accomplishing the present and future needs and goals of the organization.

### **Appendix 3**

#### **Regulatory Support Division Strategic Plan Enabling and Supporting Goals**

##### **Goal 1** Motivated and Empowered Employees

Create ongoing opportunities for personal and professional growth and development.

Delegate authority to act.

Ensure a balanced, appropriate distribution of work.

Develop a broadened skill base with the division's workforce.

##### **Goal 2** Satisfied Customers

Provide products and services at the point of need in a timely manner.

Provide useful and inexpensive products and services through improved and innovative technology.

##### **Goal 3** Emerging Technologies Utilization and Incorporation

Provide improved access to information through communications and technology.

Deploy automation and analysis tools to provide user friendly, flexible access to all available data systems to leverage resources and direct activities.

##### **Goal 4** Leadership and Focal Point Recognition

Implement new and innovative airman testing and designee training methodologies.

Generate awareness of products and services through networking and marketing.

Foster strong working relationships within FAA, international Civil Aviation Authorities, and the worldwide aviation industry.

## **Appendix 4**

### **BRANCHES, PRODUCTS, AND SERVICES**

#### **Aviation Systems Data Branch, AFS-620**

- The Aviation Systems Data Branch, AFS-620, is responsible for the collection, storage, and distribution of aviation safety data. Responsibilities include the Service Difficulty Reporting System (SDRS), the Accident Incident Data System (AIDS), the Enforcement Information System (EIS), the Vital Information System (VIS), and the Program Tracking and Reporting System (PTRS).
- The SDRS contains data retrieved from Service Difficulty Reports and Malfunction or Defect Reports pertaining to mechanical malfunctions, failures, or defects in aircraft, aircraft components, equipment, and parts. Tools are available on-line to query/report from the SDRS system and to submit data to the SDRS database.
- The Accident/Incident Data System (AIDS) contains records of aircraft accidents and incidents occurring in the United States and those involving U.S. registered aircraft if out of the United States. An aircraft accident is defined as an occurrence associated with the operation of an aircraft that takes place between the time any person boards an aircraft with the intention of flight until all such persons have disembarked and in which any person suffers death or serious injury, or in which the aircraft receives substantial damage. An incident is defined as an occurrence other than an accident, associated with the operation of an aircraft, which affects or could affect the safety of operations.
- The Enforcement Information System (EIS) database and dissemination of information are division responsibilities. The Federal Aviation Act of 1958, as amended, requires the FAA to survey and enforce the Federal Aviation Regulations (14 C.F.R. Parts 1 through End) to promote effective and safe aviation. The privacy Act and the FAA Expunction Policy cover all EIS files. EIS files contain sensitive information about individuals, investigations, legal counsel information, and FAA field activities.
- The National Vital Information Subsystem (NVIS) maintains information about air operators, air agencies, designated airmen, check airmen, facilities, and organizations engaged in non-certificate activities. The maintenance of the database and dissemination information from the database are our responsibilities.
- The National Program Tracking and Reporting Subsystem (NPTRS) is for internal FAA use and enables Flight Standards Offices to compile and track work program information. This division is responsible for the maintenance of the database and for disseminating information from it.

- AFS-620 is also responsible for the administration of the Pilot Records Improvement Act (PRIA) for the FAA and the Freedom of Information Act (FOIA) program for the division.
- This division is the custodian of record or has agreements with the Civil Aeromedical Institute and the Civil Airman Registry for the data required by the Pilot Records Improvement Act of 1996 (PRIA). We are responsible for disseminating applicable information maintained by the FAA for this purpose. We responded to 38,939 requests from air carriers concerning 47,650 pilots in FY-99; 53,492 requests from air carriers concerning pilots in FY-00; 50,500 requests from air carriers in FY-01; and 25,574 requests in FY-02.
- As holder of record for many separate databases, we respond to approximately 38% of all FOIA requests received by the FAA on an annual basis.

#### **Airman Testing Standards Branch, AFS-630**

- The Airman Testing Standards Branch, AFS-630, plans, develops, and maintains currency of materials related to airman certification training and testing. This includes airman knowledge and skill tests, computer testing supplements, knowledge test guides, practical test standards, training handbooks, and computer testing sites listing.
- Areas of testing include Recreational Pilot and Private Pilot; Commercial Pilot; Instrument Rating; Airline Transport Pilot; Aircraft Dispatcher; Flight and Ground Instructor; Flight Engineer; Aviation Mechanic—General, Airframe, and Powerplant; Inspection Authorization; Parachute Rigger; Designated Mechanic Examiner; Designated Pilot Examiner; and Designated Parachute Rigger Examiner.

#### **Designee Standardization Branch, AFS-640**

- The Designee Standardization Branch, AFS-640, develops and conducts a variety of standardization seminars both domestically and internationally, that are used by designees, certificated airmen and representatives of delegations for renewal purposes. Representatives from manufacturing and maintenance facilities also attend these seminars.
- Seminars provided include Initial Standardization; Initial Technical Personnel Examiner (TPE); Initial Designated Pilot Examiner (DPE); Recurrent TPE; Recurrent DPE; Airworthiness Standardization; Specialized Standardization; and Suspected Unapproved Parts (Special Request). Two seminars—Designated Parachute Rigger Examiners (DPRE) Recurrent and Designated Manufacturing Inspection Representatives (DMIRs)--are electronically available via the Web through the Oklahoma City Community College.



- This branch also enters training information in the Designee Information Network (DIN). The DIN system is a database containing all aircraft certification service designees and delegations that perform airworthiness and conformity certifications and inspections. Flight Standards Service Designated Airworthiness Representatives (DAR) are also in the database.
- Maintenance of the FDR-1D designee kit list on the AV-INFO web site is accomplished by AFS-640. Each kit contains information necessary for designees to perform their authorized functions. The Branch also maintains the quarterly Designee Newsletter on a web site and publishes the monthly Aviation Maintenance Alerts (AC 43-16).

## **Appendix 5**

### **Human Capital**

The Regulatory Support Division is using human capital/workforce planning to determine what is needed to accomplish its work in a given period of time; what knowledge, skills, and experience are required to get the job done; and how large and what type of workforce is required to provide that mix of skills, knowledge, and experience.

Within the next few years, the first wave of baby-boomers will be reaching retirement age. The Office of Personnel Management estimates that 30% of the Federal workforce will be eligible to retire in five years, and an additional 20% could seek early retirement. Even though this statistic does not mean that 50% of the workforce will leave at once, it does mean that our division must start planning for the workforce of the future.

The retirement estimations from 1999 through 2006 are close in magnitude to the number of positions cut by federal agencies under the Federal Workforce Restructuring Act from FY-94 through FY-99. The Act required agencies to eliminate 272,900 full-time equivalent (FTE) positions by 1999. In the past, mandated downsizing resulted in a loss of institutional memory, increased work backlogs, and skill imbalances. We intend to plan so as to avoid shortfalls and be better prepared to meet our safety responsibilities.

Division human capital consists of 5 managers, 60 full time employees, 8 temporary employees and 30 contractors. The following series are represented:

- FV-0301 Management and Program Analyst
- FV-0303 Miscellaneous Clerk and Assistant
- FV-0334 Computer Specialist
- FV-0343 Management and Program Analyst
- FV-1083 Technical Publication Editor
- FV-1720 Education Testing Program Specialist
- FV-1825 Aviation Safety Inspector
- FV-2186 Manager

Based on this and other information, the Regulatory Support Division is reviewing its functions and skill levels to be better prepared to meet its future needs and that of the Flight Standards Service.